

Procedure: <i>Corrective Action</i>	
Issue Date: May 5, 2000	Procedure ID: <i>P-QA-090</i>
Supersedes: April 4, 2000	Rev/Change 2.0

1. **Purpose:** To obtain corrective action for identified deficiencies.
2. **Applicability:** This procedure is applicable to all government and contractor personnel assigned to ATISD.
3. **Responsibility:** Quality Assurance Specialist
4. **Support:** Government Program/Project Manager, Contractor Project Manager,
5. **Invoked By:**

Project Quality Assurance	P-QA-020
Review and Access Progress	P-PM-170
Vendor Surveillance	P-QA-100
Quality Assurance Audits	P-QA-070
6. **Inputs:** N/A
7. **Outputs:**

Corrective Action Request (CAR)	S-QA-040
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8. **Procedures Invoked:** N/A
9. **External Procedures Referenced:** N/A
10. **Procedure Steps:**
 - a) The Quality Assurance Specialist or Quality Assurance Manager issues a Corrective Action Request (CAR) (S-QA-040) when required by the process. In addition, the Quality Assurance Specialist or Quality Assurance Manager may issue a corrective action request for any product, process or system problem as needed in response to an observed or stated problem.
 - b) The Quality Assurance Specialist completes the Corrective Action Request (CAR) and forwards it to the Project Manager.
 - c) The Project Manager investigates the problem, identifies the impact of the problem, and defines the proposed action required to correct the problem and the date when the action will be implemented.
 - d) The assigned individual returns the CAR to the Quality Assurance Specialist who evaluates the proposed action for effectiveness in resolving the problem and either accepts or rejects the action.
 - e) The Quality Assurance Specialist notifies the individual of the decision. If rejected, the cycle is repeated.

- f) The Quality Assurance Specialist schedules an audit to verify implementation of the proposed action. If the implementation does not take place, the Quality Assurance Specialist reschedules the audit and notifies the Project Manager of the lack of implementation and the rescheduled date.
- g) If the Quality Assurance Specialist deems the implementation is per the proposed action, the Quality Assurance Specialist closes the CAR and notifies the Project Manager.
- h) The Quality Assurance Specialist maintains a log of all corrective actions issued, the required response date, the follow up audit date(s) and closure dates.
- i) The Quality Assurance Specialist defers all unresolved corrective actions to the Quality Assurance Manager for resolution. If unable to resolve, the Quality Assurance Manager defers resolution to ATISD Director.
- j) The Quality Assurance Specialist determines Effectiveness of Corrective Actions through review of current/future reported problems against historical data/records for repetitive problems. The data to be evaluated and the length of the evaluation period is recorded on the CAR form by the Quality Assurance Specialist.
- k) The Quality Assurance Specialist files all corrective action records in the Quality Assurance notebook.

11. Notes: N/A.